



Homeland  
Security

July 24, 2019

Emma Best  
MuckRock News  
DEPT MR 74784  
411A Highland Avenue  
Somerville, MA 02144-2516

Re: **DHS Appeal Number 2019-HQAP-00371**  
**FOIA Request Number 2019-HQFO-00833**

Dear Ms. Best:

The Department of Homeland Security (DHS) has received your appeal of the response the DHS Privacy Office to your Freedom of Information Act (FOIA) request concerning: documents describing or generated as part of the establishment of any different processing queues for FOIA requests; documents describing the rules and procedures governing any different processing FOIA queues; documents, produced in the previous 15 years, containing reports or statistics describing the FOIA processing queues; documents describing procedures for the handling or coordination of requests from high volume FOIA requesters; documents describing procedures, rules and prerequisites for any exceptions to processing requests in a “first in, first out” process; documents describing procedures and rules for the processing of especially complex or delicate FOIA requests; documents describing procedures and rules for the processing of “high visibility” FOIA requests; such as those which are likely to elicit reactions from the media or the public; documents describing procedures and rules for the processing of FOIA requests from members of Congress and federal government agencies; and documents describing procedures and rules for the processing of FOIA requests from non-federal law enforcement agencies. On behalf of the Deputy Associate General Counsel for General Law, we acknowledge your appeal and are assigning it number **2019-HQAP-00371** for tracking purposes. Please reference this number in any future communications about your appeal.

A high number of FOIA requests have been received by the Department. Accordingly, we have adopted the court-sanctioned practice of generally handling backlogged appeals on a first-in, first-out basis.<sup>1</sup> While we will make every effort to process your appeal on a timely basis, there may be some delay in resolving this matter.

The status of your appeal is now available online and can be accessed at: <https://www.dhs.gov/foia-status>, by using the appeal number. Status information is updated daily. Alternatively, you can download the DHS eFOIA Mobile App, the free app is available for all Apple and Android devices. With the DHS eFOIA Mobile App, you can submit FOIA requests or check the status of requests, access all of the content on the FOIA website, and receive updates anytime, anywhere.

---

<sup>1</sup> Appeals of expedited treatment denials will be handled on an expedited basis.

Should you have any questions concerning the processing of your appeal, please contact me at [Bradley.White@hq.dhs.gov](mailto:Bradley.White@hq.dhs.gov).

Sincerely,

A handwritten signature in black ink that reads "Bradley E. White". The signature is written in a cursive style with a large, stylized "B" and "W".

Bradley E. White  
FOIA Officer  
Office for Civil Rights and Civil Liberties  
Privacy Office Appeals/Litigation